

## Customer Council - Department of Administrative Services

Since July 1, 2008, the Department of Management (DOM) has been responsible for the administration of the Customer Council. The Customer Council oversees utility services provided by the Department of Administrative Services (DAS) through the enterprises. The DAS enterprises include the following:

- Core/Finance
- State Accounting
- General Services
- Human Resources
- Central Procurement and Fleet Services

The DAS annually reviews and analyzes the utility service rates to project both the direct and indirect costs of providing a service. Total costs are divided by the appropriate allocation methodology (i.e.: per hour, per FTE position, etc.) to establish the rate or price. Once each enterprise has established the utility service rates or prices, the rate proposals and associated methodologies are reviewed and approved or modified by the DOM and Customer Council.

Per statute, the responsibilities of the Customer Council include the following:

- Annually review and recommend action on the DAS business plan as it relates to utility service rates.
- Approve an internal procedure for resolution of complaints regarding utility service rates.
- Approve the rate methodology and the resulting rates for the utility services.
- Biennially review the services that only the DAS provide to State government agencies.

### Membership

The Director of the DOM serves as the Chair of the Council and the Director of the DAS serves as the Vice Chair. Both are non-voting members of the Council. The voting membership of the Customer Council is made up of members from four large agencies (more than 700 employees), four medium agencies (between 70-700 employees), and three small agencies (fewer than 70 employees). The Council also includes a member from the Judicial Branch and two Legislative members, one from the House and one from the Senate. Members of the Customer Council are responsible for informing like-sized agencies of the rate increases proposed by the DAS and any actions taken by the Customer Council. The current agencies include:

	Agency	Term Expiration Date
<b>Large</b>	Department of Public Safety (DPS)	8/31/2015
	Department of Natural Resources (DNR)	8/31/2016
	Department of Human Services (DHS)	8/31/2016
	Department of Transportation (DOT)	8/31/2015
<b>Medium</b>	Department of Revenue (DOR)	8/31/2016
	Department of Commerce - Alcoholic Beverages Division (ABD)	8/31/2016
	Department of Commerce - Credit Union Division	8/31/2016
	Iowa Department of Ag and Land Stewardship (IDALS)	8/31/2015
<b>Small</b>	Department of Human Rights (DHR)	8/31/2015
	Iowa College Student Aid Commission (ICSAC)	8/31/2016
	Department of Cultural Affairs (DCA)	8/31/2015

### More Information

Customer Council - Department of Administrative Services: <https://das.iowa.gov/das-core/das-customer-council>

Iowa General Assembly: <https://www.legis.iowa.gov/>

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